

Redacted

Unitil Energy Systems, Seacoast
Emergency Response Plan

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EXETER & HAMPTON ELECTRIC COMPANY

SUBJECT: DIVISION POLICIES AND/OR PROCEDURES
General - Electric Service Restoration

D.01.32(G)

To: All Operations Personnel

From: Scott D. Wade

Effective: June 25, 1992

PURPOSE

This policy and procedure is to establish guidelines for responding to electric service interruptions and minimizing their duration.

COMPANY PROCEDURE

The following are **General Rules** to follow during times of service interruptions.

1. Calls involving public safety should be given top priority. If line crews are not available to respond, any employees with a knowledge of the electric system can be assigned to standby at the location of trouble.
2. Early attention to the following facilities should also be a factor when restoring electric service:
 - a. Hospitals
 - b. Emergency operations centers
 - c. Important telecommunication facilities
- 1) Centennial Street, Seabrook Circuit 23X1
- 2) Center Street, Exeter, Circuit 1H4
3. Restoration of electric service should begin with areas that benefit the most customers.
4. SCADA operations should be utilized to it's fullest extent for the purpose of closing circuit reclosers. This will assist in reducing the duration of major circuit outages.

Guidelines and Procedures will be categorized as follows:

1. Single customer interruptions
2. Single street or small areas of interruption
3. Multiple streets or areas of interruptions
4. Major outages

Single Customer Interruptions: The customer should be questioned as to their main breaker status and if neighbors are without electric service. The Company's first option will be to direct the customers to have an electrician check all customer owned equipment prior to dispatching Company personnel for investigation. If the

problem is determined to be caused by Company facilities, we will reimburse the customer in full for the electrician's paid receipted invoice. Meter workers/mechanics, utility lineworkers, or standby lineworkers, will be utilized to respond to those calls depending upon the day and time.

Singular Street or Areas of Interruption: In most cases the closest line crew should be immediately dispatch the this areas once we verify the magnitude of the interruption (complete street or areas). A Line Supervisor or Customer Field Supervisor should be notified to assist in the restoration.

It may also become practical to dispatch meter personnel to the area for patrolling purposes.

Multiple Streets or Areas of Interruption: In these cases, our goals should be to restore service to all customers within a reasonable time period. Two or more crews may need to be dispatched to the various areas. The priority of restoration should follow the previously interviewed common rules. A Supervisor should be notified to assist in the restoration either by directing crews or patrolling.

Major outages: The last class of outage is a major outage, an outage involving large number of customers, involving one or more circuits, a substation, or a transmission line. Operations Division should begin preparing for initiating the emergency response plan. The following decisions will be made based on the estimated length of outages (s), predicted weather conditions and present conditions:

- a) Work force is for incoming telephone calls.
- b) Full or partial implementation of the emergency response plan.
- c) Shifts (if necessary)
- d) Supervisory staffing/assignments review
- e) Line and tree crew requirements and arrangements. This would include UNITIL affiliated companies and other companies outside UNITIL Corporation (utility and contractor).

General rules of service restoration should be followed during a major storm.

WORK SHIFT ROSTER

OBJECTIVES:

- ❖ Schedule a larger work force during daylight hours in order to enhance restoration efforts.
- ❖ Shifts will be overlapped to ensure updates are communicated and to enable a smooth transition of crew assignments.
- ❖ Strive to have shifts no longer than sixteen (16) hours.
- ❖ Shifts should be adjusted as deemed necessary.
- ❖ Record crew assignments and each location assigned. (See Storm Crew Assignment Worksheets)

SHIFT A

Date:

Emergency Operations Center

Operations Supervisor:

Operations Supervisor:

Operations Supervisor:

Engineer:

Admin. Asst.:

Administration/Communications Center

Supervisor:

Customer Service/Phone Coverage Center

Supervisor: _____

See Customer Service/Phone Coverage Center Section for more

Line Crews and Meter Department (Guides)

See Attached Assignment Sheets and/or Storm Crew Assignment Worksheets

WORK SHIFT ROSTER (CONT.)

SHIFT B

Date:

Emergency Operations Center

Operations Supervisor:

Operations Supervisor:

Engineer:

Admin. Asst.:

Administration/Communications Center

Supervisor:

Customer Service/Phone Coverage Center

Supervisor: _____

****See Customer Service/Phone Coverage Center Section for more****

Line Crews & Meter Department (Guides)

****See Attached Crew Assignment Sheets and/or Storm Crew Assignment Worksheets****

**EXETER & HAMPTON ELECTRIC COMPANY
STORM CREW ASSIGNMENT WORKSHEET**

TRUCK # _____	DATE: _____
CREW: _____	TIME: _____

TIME	LOCATION

**FOOD & LODGING
MAJOR EMERGENCY PLAN
MEALS**

- ❖ Need Company vehicle, van required, with radio
- ❖ Petty Cash: Plant Records Department
- ❖ Charge bulk orders (follow-up on payment, as soon as possible)

BREAKFAST: McDonald's - 100 Egg McMuffins / 50 regular - 50 sausage

- ❖ Place order the afternoon before pickup
- ❖ Schedule pickup for 6:00 am
- ❖ Lineman's Room - Kensington Plant

LUNCH:

Lunch bags / napkins

Grinders (subs) and/or Sandwiches

Staff 1-1 Attachment 2

Soft Drinks

Coffee (sugar & cream)

Large cooler / Ice

Hot Soup (winter)

Fruit - Apples, Bananas, etc.

Cookies, chips, etc.

- ❖ Place order for grinders and/or sandwiches by 8:30 am and pick up by 10:15 am (local shops).
- ❖ Napkins, coffee, milk, and sugar available at Kensington or Epping Road.
- ❖ Lunch bags, soft drinks, ice, fruit, cookies, etc., purchase at Supermarket. (ice may be available at Kensington)
- ❖ Set up supplies at Kensington and prepare for distribution in the field to the crews.
- ❖ Begin delivery by 11:00 am and try to group crews to a given location, if possible.
- ❖ Target completion of lunch by 1:30 pm.

DINNER:

MENU:

Meals (order)

Rolls/Butter

Salt/Pepper

Ketchup

Napkins - silverware(plastic)

Cakes/Pies

Soft Drinks

Coffee

Milk

- ❖ Place order for meals in the morning if possible and schedule pickup by 4:30 pm. (see list of restaurants and select those that can provide take-out meals).
- ❖ Three locations for meal set up:
- ❖ Lunch Room (Kensington) Self Serve
- ❖ Plaistow Garage Need Server
- ❖ Those designated under Food/Lodging should see that the outer locations are set up to provide a clean and comfortable place for the crews to enjoy this meal.

NEED:

Coffeemaker - Plaistow Garage

Should be easily available on short notice.

Restaurant Name	Address	Town	Phone	Meals	Days open and the hours
Carmen's Diner	89 Main St.	East Kingston	642-5963	B - L - D*	Mon-Wed = 6am-2pm; *Thurs-Sat = 6am-8pm; Sun = 7am-2pm
New England Pizza	92 Portsmouth Ave	Exeter	778-9800	L - D	Sat-Thur 11am-10pm = Fri 11am-11pm
Friendly's	72 Portsmouth Ave	Exeter	772-4434	B - L - D	Sun-Thur 7am-10pm = Fri & Sat 7am-11pm
Front Row Pizzeria	159 Front Street	Exeter	773-0047	L - D	Tue-Thur 11am-10pm = Fri & Sat 11am-11pm
Ashworth By the Sea	295 Ocean Blvd	Hampton Bch	926-6763	B - L - D	Daily 7am - 9 pm
Wilburs Family Rest	881 Lafayette Rd	Hampton	929-2962	B - L - D	Mon-Fri 6am-8pm = Sat 6am-2pm = Sun 7am-noon
Gally Hatch	Lafayette Rd	Hampton	926-6152	L - D	Sun-Thur 10am-9pm = Fri & Sat 10am-9:30pm
Lena's Sub Shop	838 Lafayette Rd	Hampton	926-2505	L - D	Tue-Sat 10:30am-9pm
Pizzeria Uno	30 Cushing Ave	Haverhill		L - D	Daily 11am - 12:30 pm
Carriage Town & Grill	Church St	Kingston	642-4481	B - L - D	Mon-Fri 11:30-9pm = Sat&Sun 7am- 9:00pm
Pond View Restaurant	Route 125	Kingston	642-5556	L - D	Mon-Fri 11:30-9pm = Sat&Sun 11:30am- 9:30pm
Lakeside Restaurant *	22 Main St	Kingston	642-8589	B - L - D	Mon-Thur & Sat 11am-8pm = Fri 11am-9pm = Sun 8am-8pm
Kingston Pizza	Main St	Kingston	642-8003	L - D	Mon-Sat 11am-10pm
Mr Nick's Restaurant	160 Main St	Kingston	642-8312	B - L	Mon & Wed-Fri 6am-2pm = Sat & Sun 6am-12noon
Early Bird Café	160 Plaistow Rd	Plaistow	382-2223	B - L	Daily 4:30am - 1:30 pm
Eggies Diner	State Rt 125	Plaistow	382-5063	B - L - D	Sun-Wed 6am-2pm = Thur-Sat 6am-8pm
Larry's Clam Bar	State Rt 125	Plaistow	382-9798	L - D	Wed-Sat 11am-8pm = Sun 11am-7pm
Primo Pasta	133 Plaistow Rd	Plaistow	382-5367	L - D	Sun noon-9pm, Mon-Thurs 11am-10pm, Fri & Sat 11am-11pm
Applebee's	542 Lafayette Rd	Seabrook	474-2009	L - D	Sun-Thur 11am-11pm = Fri&Sat 11am-midnight
Ninety Nine Restaurant	831 Lafayette Rd	Seabrook	474-5999	L - D	Daily 11am - 11:30 pm
Linda's Breakfast	920 Lafayette Rd	Seabrook	474-2200	B - L	Mon-Fri 5am - 2pm; Sat. 5am - 1pm; Sun. 5am - 12:30 pm
Steve's Diner	Portsmouth Ave.	Exeter	772-5733	B - L - D*	Mon-Sat. 6am - 8pm; Sun. 6am - 3pm*

MAJOR EMERGENCY PLAN LODGING

NAME	LOCATION	DIRECTIONS	TELEPHONE
Ashworth Hotel	295 Ocean Blvd., Hampton Beach	Left at Court House, Right at lights to Rt. 101/51E.	926-6762
Best Western	Stard Road, Seabrook Off Route 107	Route 51E to 95S - Exit 1 Off ramp, take right, set of lights, take right.	474-3078
Best Western Hampton	815 Lafayette Rd, Hampton		926-6771

RECORDS

I. Records

A. The following documents are important to ensure they prepared and saved:

<u>Name of Document</u>	<u>Prepared by:</u>
Trouble/Interruption Report	Lineworkers, Line Contractors or "bird dogs"
Vegetation Control Report	Tree Contractors or "bird dogs"
Customer Trouble/Interruption Report	Customer Services or "Phone Coverage"
Service Restoration Log	Admin. Assist. or Supervisors in the EOC
NHPUC Notification Update Report	Admin./ Communications Personnel
Company Management Update E-mails	Admin./Communications Personnel
Storm Crew Assignment Worksheets	Admin. Assit. or Supervisors in the EOC

B. If applicable, other guidelines to follow are as follows:

1. Designate and mark a location for all completed paperwork to be turned in. Ensure this is communicated to the necessary personnel.
2. Prepare E & H time cards daily and track contractor's time.
3. Prepare CWOs where needed for material.
4. Check Trouble/Interruption Reports for completeness
5. Log all pole sets in both E&H and NET set territory.
6. Compile and organize meal slips and process them at the conclusion of the emergency condition.
7. Instruct contract crews and/or "bird dogs" how to prepare trouble/interruption reports or vegetation control reports.

EXETER & HAMPTON ELECTRIC COMPANY
CUSTOMER TROUBLE/INTERRUPTION REPORT

NAME: _____ Date: _____

ADDRESS: _____ Rec'd by: _____

TOWN: _____ Time: _____

TROUBLE
LOCATION: _____ Phone #: _____

POWER OFF _____ AM PM OK/ON _____ AM PM

Flickering 1/2 Power Bright-Dim On & Off

PUBLIC Vehicle Accident Person trapped
Fire Person injured

CATV Wires Service Drop Notified:

NYNEX Cable Drop Loop Pole # _____ Notified:

WIRES Down Low Frayed Across Road/Driveway

TREE/LIMB Hanging Laying Smoking Burning

POLE Leaning Hit Broken
ANCHOR Hit Loose Broken
METER Smashed Broken Pulled off Bldg.

POLE # _____ METER # _____

METER TRUCK # _____

LINE TRUCK # _____

SPECIAL COMMENTS:

Telephone Numbers:

Unitil Operating Companies

UES-Capital:

Customer Service 1-800-852-3339

Dispatch Center [REDACTED]

Fitchburg Gas & Electric Company:

Customer Service 1-800-852-3339

Unlisted John Fitch Dispatch [REDACTED]

Unlisted Sawyer Passway [REDACTED]

[REDACTED]

UES-Seacoast

Emergency Unlisted Telephone Numbers

For NHPUC & Local Town EOC's

Major Storm/Emergencies Only

[REDACTED]

OR

[REDACTED]

OR

[REDACTED]

Other:

Ray Letourneau, Director of Operations

[REDACTED]
[REDACTED]

Scott D. Wade, Manager Utility Operations

[REDACTED]

GENERAL PHONE NUMBERS

Customer Service	1-800-582-7276	NH Traffic Division	271-2291
Call Box	[REDACTED]	Perley Cherette	[REDACTED]
		Mike Burlage	[REDACTED]
Cable Television		Northern Utilities	436-0310
Comcast-Seacoast Area	888-213-0420	Emergencies - Gas Leaks	800-842-6847
Neon	603-431-0614		
	[REDACTED]	Federal Highway Administration	
Next Gen	603-335-0020	US DOT Division Office	225-1626
	[REDACTED]	Larry Abrezessa or	
		Steve Polowski	
		Acting Regional Director	518-431-4239
		Milt Schmidt or	
		Steve Crane	
Contractors		P.U.C.	271-2431
Asplundh Tree	529-5197	Public Service Co. of N.H.	
Gary Shelto	[REDACTED]	Dispatcher	[REDACTED]
Romeo	[REDACTED]	Epping Office	679-1802
Urban Tree	332-1246		800-662-7764
Ed Hopkins	[REDACTED]	Fax	634-3571
Lucas Tree	560-0565	Kevin Cote	[REDACTED]
IC REED	895-2731		
Brad Reed	[REDACTED]	Radio Stations	
	[REDACTED]	WERZ, Exeter	772-4757
	[REDACTED]	WZEA, Hampton	926-1000
USA	624-4503		
Tom Skeffington	[REDACTED]	Radio Trouble	
	[REDACTED]	Cady Communications	463-5905
Hi Volt	895-0348	Beeper	[REDACTED]
George Plante	[REDACTED]	Two-Way Communication (for Motorola)	
		M. Bartlett	[REDACTED]
Digsafe	1-888-344-7233	Wright Communication	800-525-9449 or
	ID 13451		228-2564
		Seabrook Power Plant	474-9521
Electricians		Switching Control Room	[REDACTED]
Charlie Bagley	[REDACTED]	Siren Pole Maint.	[REDACTED]
		Tim Luca	pager [REDACTED]
		Security	[REDACTED]
		State Police -Epping	679-5663 or
			679-3333

GENERAL PHONE NUMBERS (cont)

Staff 1-1 Attachment 2

Councilman Electric 362-4792

Jim Boyd [REDACTED]

Bill Palmer [REDACTED]

Jim Parsons [REDACTED]

Ken Peterson [REDACTED]

Vern Small [REDACTED]

Demand Electric 625-2309

Ctr for Occupational Health 778-6636

NH Office - Emergency Mgmt 271-2231

1-800-852-3792

Fax 225-7341

FAIRPOINT

Broken Poles 1-888-269-5957

743-1100

Manager ERC [REDACTED]

Director Construction [REDACTED]

Control Center South [REDACTED]

Control Center North [REDACTED]

Bureau of Turnpikes**I-95 Traffic Control**

James Kuntz - I-95, H

Maintenance Shed 926-6862

Main Toll I-95 (24 hrs) 926-2560

Side Toll at Exit 2 926-0438

Main Office - Hooksett 485-9596 or 485-3806

Nights - James Kuntz H [REDACTED]

Substations

Guinea Switch [REDACTED]

Kingston Stepdown [REDACTED]

Plaistow Garage [REDACTED]

Timberswamp [REDACTED]

Weather Bureau (Concord) 225-5191

255-3161

Vehicle Maintenance

Cote's Auto Body 772-4344

Seacoast Truck 772-4846

Jims Tire 778-1864

McCoy's - towing 772-3679

nights [REDACTED]

pager [REDACTED]

Stratham Tire - all trucks 772-3783

White's Welding 926-2261

Dick's Tire 926-7636

U.S.A. 625-4503

King Motor Sales 772-1100

Redacted**EMPLOYEE PHONE NUMBERS****Management****Home**

Bonazoli

Dube

Conner

Eisfeller

Letourneau

Sprague

Wade

Willett, L

Management**Cells**

Bonacoli

Dube

Conner

Eisfeller

Letourneau

Sprague

Wade

Willett

Operation Supervisors

Aquilina, P

Gilman, C

Gilman, K

Kearns, J

Willett, S

Stockroom

MacDougall, S

Customer Call Center

Comm Voice Mail

Dig Safe, Plant Inspector

D Hollingworth

Plant Office

Copp, Lynne

Dyer, P

Office Misc #

Hot Line (private #)

Toll Free

Administration

Page, L

Babylon, B

Weinand

Lineworkers

Beaudoin, R

Blaisdell, D

Bowering

Davies, J

Davis, R

Dolloff, M

Mailhot, W

Melanson, T

Page, D

Plumer, G

Rowe, T

Tobey, R

Standby Cell 1

Standby Cell 2

Substations

Guinea Switching

Kingston Stepdown

Plaistow Garage

Timberswamp

Tom Gatherum

Claims**Pagers/
Cells**

Supervisor Pager

Standby Line 1

Standby Line 2

Bob Conner

Mike Deschambeault

Cathy Gilman

Jason Kearns

Scott Willett

Patrick Aquilina

Line Techs

Palmer, D

Bergeron, G

	Chaput, L	[REDACTED]		
Meter Mechanics	Carpenter, R	[REDACTED]		
	Clark, P	[REDACTED]		
	Carr, S	[REDACTED]		
	Phillips, D	[REDACTED]		
		PSNH		
	E&H Trouble	[REDACTED]		
			Spare	[REDACTED]
			Supv. Alpha Spare	[REDACTED]
				669-4000
			dispatcher - unlisted	[REDACTED]
			unlisted	[REDACTED]

TREE CONTRACTORS

Tasks:

- 1) Make contact with the below listed contractors under an emergency alert condition.
- 2) Identify their availability to provide assistance to E & H.
- 3) Depending upon the severity of the expected storm or the existing conditions a decision will have to be made as to when and how many crews should report to E & H.
- 4) Have crews report to the Supervisor of Plant Maintenance or Manager of Operations for their instructions/assignments.
- 5) Secure a phone number and person to contact during the emergency condition.
- 6) Ensure tree crews are provided with daily work sheets and instructions in order to ensure accurate record keeping and billing to NYNEX.

Responsibility: Supervisor of Plant Maintenance

Asplundh Tree Experts

Blair Mill Road

Willow Groves, PA 19090

(Bus.) 603 - 542 - 9420

(Res.) [REDACTED] - Gary Shelto

(Beep) [REDACTED] - Gary Shelto

Lucas Tree Experts

636 Riverside

Portland, ME

(Bus.) 207 - 797 - 7294 [REDACTED] (Mark Chandler)

Urban Tree

332-1246

Ed Hopkins Res [REDACTED]
[REDACTED]

LINE CONTRACTORS

- Tasks:**
- 1) Make contact with the below listed contractors under an emergency alert condition.
 - 2) Identify their availability to provide assistance to E & H.
 - 3) Depending upon the severity of the expected storm or the existing conditions, a certain number of line crews can be requested to report to E & H.
 - 4) Have the crew(s) report to the Manager of Operations or Line Supervisor for their instructions/assignments.
 - 5) Secure a phone number and person for contacting during the emergency condition.

Responsibility: Manager of Operations and/or Line Supervisors

Utility Service & Assistance (USA)

245 Hooksett Road
Auburn, NH 03032
(Gar.) 603 - 624 - 4503
(Res.) [REDACTED]
(Beep) [REDACTED]

Line Maintenance Inc.

Box 804 1 Lomouille Ave
Hardwich, VT 05843
(Bus.) 802 - 472 - 6646

Cote Electric Company

5 Cote Avenue
Goffstown, N.H. 03045
(Bus.) 603 - 669 - 2367
(Res.) [REDACTED]

Gratton Line Construction Corp.

7 Everett Farmer Road
Billerica, MA., 01821
(Fax) 603 - 668 - 2767
(Bus.) 508 - 663 - 7723
(Res.) [REDACTED]
(Res.) [REDACTED]

Seaward Corp.

P.O. Box 1177
Portsmouth, N.H. 03801
(Bus.) 207 - 439 - 5900
(Res.) [REDACTED]
(Fax) 207 - 439 - 5917

JCR Construction Co., Inc.

P.O. Box 331
Raymond, N.H. 03077
(Bus.) 603 - 895 - 4062
(Res.) [REDACTED]
(Car) [REDACTED]
(Res.) [REDACTED]

IC Reed & Sons Inc.

Epping Rd.
Raymond, N.H.
(Bus.) 603 - 895 - 2731
(Res.) [REDACTED]

Granite State Line Co.

P.O. Box 270
Somersworth, N.H. 03878
(Bus) 603 - 743 - 6268
(Bus) 603 - 692 - 6110
[REDACTED]

Exeter & Hampton Electric Company
Weekly Distribution Tree & Brush Control Report

Tree Contractor: _____ Purchase Order No.: _____ Type of Work: _____

Town: _____ Average Pole Section Length in Feet: _____

_____ % Joint With _____ Telephone Company _____ % Joint With _____

Work Date	Street	Covered Pole #		Trimmed Number of			Billing Hours	
		From	To	Sections	Sections Service Drops	CTR	Labor	Equipment
Signed by Tree Contractor:			Weekly Totals					

EDISON ELECTRIC INSTITUTE DISTRIBUTION MUTUAL ASSISTANCE ROSTER

Name of Company:	Call this person
Mailing Address:	for: (Code Letter)
City, State, Zip:	
Date:	
Individuals to Call for Emergency Overhead Line Assistance	
Code: O = Overhead Line Assistance	
U = Underground Line Assistance	
T = Contract Tree Crew Release Authority	

PRIMARY CONTACT

Name:
Title:
Address:
Day Telephone:
Night Telephone:

ALTERNATE CONTACT

Name:
Title:
Address:
Day Telephone:
Night Telephone:

DISPATCHING CENTER WITH 24-HOUR TELEPHONE ANSWERING

Center Name:
Address:
Telephone No:

OTHER (SPECIFY)

Name:
Telephone No:

General info. to assist a requesting company in the selective process of calling for assistance.

Total linemen and troublemen on the payroll

No. of crews: 2-man: 3-man: 4-man: 5-man: larger:

Percentage of linemen available to assist others:

Maximum working kV: bare: glove: tool:

System Voltages:

Number of Bucket Trucks:

Union Affiliations:

SEND ROSTER TO:

NOTES OR COMMENTS:

MUTUAL ASSISTANCE GUIDELINES

OBJECTIVE:

- ❖ The purpose of this mutual assistance section is to provide contact information of other utilities who may assist us in an emergency condition.

GENERAL:

- ❖ The local New Hampshire utility company's (electric and telephone) should be contacted in a storm alert condition in order to establish communication with the necessary personnel at each company. This same communication process should take place while an emergency is in process.
- ❖ Emphasis may be placed on assisting these New Hampshire utilities once our own service territory is back to normal.

RESPONSIBILITY: Manager of Operations and/or VP & General Manager

Redacted

EDISON ELECTRIC INSTITUTE DISTRIBUTION MUTUAL ASSISTANCE ROSTER PUBLIC SERVICE COMPANY OF NH

Name of Company:	Public Service Company of NH	Call this
Mailing Address:	1000 Elm Street, P.O. Box 330	person for:
City, State, Zip:	Manchester, NH 03105	(Code Letter)
Date:	May 15, 1989	

Individuals to Call -Emergency O/H Line Asst.
 Code: O = Overhead Line Assistance
 U = Underground Line Assistance
 T = Contract Tree Crew Release Authority

PRIMARY CONTACT

Name:	[REDACTED]	O-U-T
Title:	Director of Division Operations	
Address:	1000 Elm Street, Manchester, NH 03105	
Day Telephone:	(603) 669-4000 or [REDACTED]	
Night Telephone:	[REDACTED]	
Home Telephone:		

ALTERNATE CONTACT

Name:	[REDACTED]	O-U-T
Title:	[REDACTED]	
Address:	1000 Elm Street, Manchester, NH 03105	
Day Telephone:	(603) 669-4000 or [REDACTED]	
Night Telephone:	[REDACTED]	
Home Telephone:		

DISPATCHING CENTER WITH 24-HOUR TELEPHONE ANSWERING

Center Name:	Electric-System Control
Address:	1000 Elm Street, Manchester, NH 03105
Telephone No:	[REDACTED]

OTHER (SPECIFY)

Name:
 Telephone No:
 After Hours:

General info. to assist a requesting company in the selective process of calling for assistance.

Total linemen and troublemen on the payroll	240					
No. of crews:	2-man: 110	3-man: 4	4-man:	5-man:	larger:	
Percentage of linemen available to assist others:			20 %	to	30 %	
Maximum working kV:			bare: None	glove: 15	tool: 115	
System Voltages:	345	230	115	66	35	12 4
Number of Bucket Trucks:	96					
Union Affiliations:	IBEW and U.S.W.A.					

SEND ROSTER TO:

Thomas T. Jambard
Director of Division Operations

NOTES OR COMMENTS:

PLANNING GUIDE

OBJECTIVE: The purpose of this planning guide is to provide a check off list prior to, during, and after a storm or other emergency declared situation.

STORM ALERT

The following is a list of activities that will be addressed prior to the emergency condition as well as the position responsible for ensuring the activity is completed. NOTE: Depending upon the expected severity of the emergency condition some of these listed activities may not be necessary to implement.

<u>ACTIVITY</u>	<u>RESPONSIBILITY</u>
Management meeting to review emergency plan.	VP & General Manager
Review Emergency Restoration Procedure and Plan	All Supv's & Managers
Prepare Emergency Operations Center	Manager of Operations
Establish Shift Rosters and notify all employees of their specific shift schedule	All Managers & Supervisors
Inform employees of storm alert condition and obtain alternate contact phone numbers	All Supervisors & Managers
Secure sufficient expense money (petty cash)	Supervisor of Plant Records
Check/Prepare foul weather and protective clothing articles & equipment	Purchasing & Stores Supervisor Line Supervisors
Check status of small tools & equipment (batteries, flashlights, chain saws, flood lights, work gloves)	Purchasing & Stores Supervisor Supervisor of Plant Maintenance Line Supervisors

Staff 1-1 Attachment 2

PLANNING GUIDE (CONT.)

STORM ALERT

<u>ACTIVITY</u>	<u>RESPONSIBILITY</u>
Check Stock Levels * be aware of low levels and be prepared to order additional quantities. * place orders as needed. * refer to the "storm stock list"	Purchasing & Stores Supervisor
Check communication equipment (portables & back up base station)	Systems Supervisor
Review/Update Comm. Equip. Repair Contractor List and establish contact/avail.	Systems Supervisor
Check transportation equipment (ensure all vehicles are "in service", vehicles fueled, etc.)	Supervisor of Plant Maintenance Line Supervisors
Check/Obtain Fuel Supplies for chain saws and generator supply (LPG)	Supervisor of Plant Maintenance
Check back-up & portable generator operation	Supervisor of Plant Maintenance
Establish patrol ("bird dogs") assignments to line or tree contractors	Line Supervisors Systems Supervisor
Ensure Line Trucks are Stocked for storm related material.	Line Supervisors
Review/Update Line Contractor List and establish contact/availability/reserving.	Line Supervisors or Mgr. of Oper.
Review/Update Tree Contractor List and establish contact/availability/reserving.	Supervisor of Plant Maintenance
Review/Update Vehicle Repair Contractor List and establish contact/availability.	Supervisor of Plant Maintenance

PLANNING GUIDE (CONT.)

STORM ALERT

<u>ACTIVITY</u>	<u>RESPONSIBILITY</u>
Review/Update Off-Hour Vendor List and establish contact/availability	Purchasing & Stores Supervisor
Review/Update Mutual Assistance List and establish contact/availability	Manager of Operations
Review/Update & Establish Contact with: ❖ <u>NHPUC</u> - provide them emerg. unlisted #'s. ❖ <u>Local Town EOC's</u> - assign & provide them emerg. unlisted #'s.	Operations Admin. Supv. or designee.
Check for spare keys to all vehicles	Supervisor of Plant Maintenance
Check UPS operation	Supervisor of Plant Maintenance
Issue eye protection & vests to meter readers	Purchasing & Stores Supervisor
Check & replenish kitchen supplies	Supervisor of Plant Records
Set up & test telephones for our emergency unlisted phone numbers.	Oper's Admin. Supv. or designee
Make contact with restaurants for meal provisions	Assist. to Cust. Svc. Mgr.
Make contact with hotels/motels for lodging provisions.	Assist. to Cust. Svc. Mgr.

PLANNING GUIDE (CONT.)

EMERGENCY IN PROCESS

The following is a list of activities that should be addressed during an emergency condition as well as the position responsible for ensuring the activity is completed:

<u>ACTIVITY</u>	<u>RESPONSIBILITY</u>
Estimate duration of emergency/restoration efforts	Manager of Operations
Evaluate strategy and make adjustments as necessary	All Managers & Supervisors
Establish/Maintain contact with the following:	See Admin./Communications Section
❖ Public Utilities Commission	
❖ Local Town EOC's	
❖ Company Management	
❖ Company Customer Services Group	
Establish/Maintain contact with N.H. utility Companies to review work force needs.	VP & General Manager Manager of Operations (see Mutual Assistance Section)
Establish number of customers affected in outage areas and revise as restoration progresses.	Engineering
Continuous review of SCADA in order to monitor electrical system and load data.	Engineering
Review all work force levels and make adjustments if possible (contractors or other utilities)	Manager of Operations Line Supervisors
Continuous review of stock levels, fuel supplies small tools and foul weather gear	Purchasing & Stores Supervisor
Check & maintain sufficient expense money (petty cash)	Supervisor of Plant Records
Create listings of outside firms and their employees working for the Company	Admin. Assistants
Record the majority of occurrences	Admin. Assistants

PLANNING GUIDE (CONT.)

EMERGENCY CONCLUSION

The following is a list of activities that should be addressed at the conclusion of an emergency condition as well as the position responsible for ensuring the activity is completed:

<u>ACTIVITY</u>	<u>RESPONSIBILITY</u>
Organize and preserve all information relating to the emergency.	Operations Admin. Supv. or designee.
Prepare Reports	All Managers (see Report Section)
Create a file containing all information relating to the emergency and ensure all documents are placed within the file.	Operations Admin. Supv. or designee
Evaluate Performance	All Supervisors & Managers Committee: * Operations * Engineering * Customer Services
Update Emergency Response Plan	Committee: Managers of : * Operations * Engineering * Customer Services
Assign line crews to patrol distribution circuits and schedule necessary "clean up" work.	Line Supervisors
Patrol transmission lines	Supervisor of Plant Maintenance
Instruct all meter personnel to look for and report any potential problems during their normal work day	Systems Supervisor

EMERGENCY OPERATIONS CENTER

SUPERVISOR'S GUIDELINES & RESPONSIBILITIES

OBJECTIVE:

- ❖ The purpose of the Emergency Operations Center (EOC) is to plan, organize, direct, schedule and control the operations and personnel during the emergency condition.

STAFFING:

- ❖ The staffing of the EOC will consist of Operations and Engineering personnel.
****See the Work Shift Roster section for more.****

GENERAL GUIDELINES/RESPONSIBILITIES:

- ❖ The following outlines the general activities and responsibilities for the personnel assigned to the EOC:

<u>POSITION</u>	<u>RESPONSIBILITY</u>
Operations Supervisors:	<ul style="list-style-type: none">* Receive and Organize Outage Calls by Area/Town.* Prioritize areas affected by number of customers.* Establish/Maintain Work Schedules.* Inform Dispatcher of Work Assignments.* Update Storm Crew Assignment Sheets.* Make initial assignments to crews and "guides".* Supervise EOC functions.* Radio Dispatching.* Perform emergency line work as needed.

ENGINEERING/SWITCHING GUIDELINES & RESPONSIBILITIES

Engineer	<ul style="list-style-type: none">* Determine number of customers without electric service and provide this information to Admin./Communications Center.* Provide information regarding areas affected and crew locations to Admin/Communications Center.* Monitor SCADA for circuit outages.
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EMERGENCY OPERATIONS CENTER (CONT.)

Engineer

- * Plan and write necessary switching orders
- * Assist Operations Supervisor in organizing and interpreting outage calls.
- Assist Operations Supervisor in prioritizing outage calls.

ADMINISTRATIVE ASSISTANT'S GUIDELINES & RESPONSIBILITIES

Admin. Assist. or Plant Records Clerk, EOC

- * Collect, organize and return customer trouble/interruption reports.
- * Assist in updating storm crew assignment sheets.
- * Assist in Maintaining Service Restoration Log.
- * Log other important occurrences as directed.
- * Assist Operations Supervisors as directed.

MAJOR EMERGENCY PLAN - PHONE COVERAGE

FACT SHEET

When the Company experiences major storm damage, it must proceed to restore power in a prescribed manner. The basic approach the Company follows to restore service is to sequentially repair lines and equipment beginning with those facilities affecting the greatest number of customers and ending with those affecting individual residences. In this manner, the largest number of customers are restored in the shortest amount of time.

We are a distribution company and electricity is supplied to our system at two supply points. It is vital that these transmission links be up and supplying power to the system.

From these two points, the Company will then address our transmission system connecting with our 21 sub-stations. If a sub-station is down, the transmission lines must be patrolled to determine the problem.

Once power is restored on our transmission lines and our sub-stations are up and operating, restoring power on our distribution system will begin. We will first work to restore power on the "backbones" of those circuits which have lost power. These are often the lines which run along the main roads within our towns. If there is a tree down on the wires, usually a tree crew must clear the area for us before we can restore service. We will focus on the side streets and secondary roads following restoration of our main distribution lines.

Individual services to homes and small business will be part of the final stage. Services pulled off the building will require an electrician to properly secure the customer's service to the home. The Company will make a temporary connection, if possible, to restore power.

Once power is restored to a given area, we will make call backs to those customers who have called to assure they have power.

FYI

It is well to note that our crews may be working some distance from a customer's home, or in another town, but when the circuit is restored it may include that customer's area.

The crew will, at times, group at different locations for coffee and lunch breaks, and to plan their work.

ADMINISTRATION/COMMUNICATIONS CENTER GUIDELINES

- ❖ Several different groups will be needing information updates. It is suggested that a time is established to call these groups with updates to reduce the number of incoming telephone calls.
- ❖ Give out the same information to all sources to ensure company coverage is consistent.

I. NHPUC Notifications

- A. Use Special Notification form. **(See: N.H. Public Utilities Commission Notification Form)**
- B. Update by fax at 7 AM, 11 AM and 3 PM daily.
- C. PUC requests information by town or area, not circuit.
- D. Make calls directly to them if requested.

II. Company Management

- A. E-MAIL 3 times a day, immediately after the PUC fax is sent.

III. Local Emergency Operation Centers (See Contacts for local Town Emergency Operations Centers)

- A. Establish contact person, obtain telephone and/or fax number, set up tentative schedule for E&H to contact with regular update.
- B. Decide who should be given an E&H unlisted telephone number and provide a contact person with the number.

IV. Customer Service/Telephone Coverage

- A. Update Customer Service runner at least 3 times a day. The PUC fax form may be used for this purpose.

NEW HAMPSHIRE PUBLIC UTILITIES NOTIFICATION FORM

To: New Hampshire Public Utility Commission
NHPUC FAX NO: (603) 271-3878
& 225-7341

Unitil Energy Systems
114 Drinkwater Road
Kensington, NH 03833-5602

Attn: Operation Support

FAX NO: [REDACTED]

Contact Person: [REDACTED]

Telephone: [REDACTED]

Time: 7am 11am 3pm Other

SPECIAL NOTIFICATION

SUBJECT:
TRANSMISSION

DISTRIBUTION

Area	Description	# of Customers

RESOURCES AVAILABLE

Initial / Changes:

SUMMARY

Prognosis / Remarks:

SERVICE RESTORATION LOG - SIGNIFICANT AREAS

[illegible]

Staff 1-1 Attachment 2

REPORTS

OBJECTIVE: The purpose of this report section is to outline what is presently expected from the PUC or Company management regarding service restoration efforts and other associated information.

GUIDELINE: The following is a listing of the information which may be required for our reporting procedures:

- 1) Number of customers without electric service by the hour and by the day.
- 2) Number of outages or reported trouble by the hour and by the day.
- 3) Number of crews available to our Company by the hour and by the day.
Including:
 - a) E & H line & digger crews
 - b) Contractor tree crews
 - c) Contractor line & digger crews
 - d) N.H. utility crews
- 4) Number of poles set by maintenance area.
- 5) Outage Summary/Detail - description of complete circuit outages on both our transmission and distribution system.
- 6) Costs - estimate of the total cost of the storm (labor and material)
- 7) Media - our contacts with the media.
- 8) N.H. P.U.C. - our contacts with the P.U.C.
- 9) Local/State Agencies - our contacts with local EOC's.
- 10) Communication System - two-way radio and telephone systems
- 11) Safety - report any accidents (personal injury and motor vehicle)
- 12) Material and Equipment - procurement and shortages
- 13) Cooperation between other N.H. utilities (electric and telephone)
- 14) Lessons Learned - pros and cons

RESPONSIBILITY: Manager of Operations